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**REQUEST FOR QUOTATION (RFQ)**

**BLANKET PURCHASE AGREEMENT  
FOR  
TEMPORARY SUPPORT SERVICES**

**1. RFQ ISSUE DATE:** April 11, 2000

**2. ISSUED BY:** DEFENSE FINANCE AND ACCOUNTING OFFICE  
ATTN: ASO/CPB Crystal Mall #3 ROOM 221  
1931 JEFFERSON DAVIS HIGHWAY  
ARLINGTON, VA 22240-5291

**3. FOR INFORMATION CONTACT:**

**NAME:** Creg Howland, Contract Specialist  
**PHONE:** (703) 602-4913  
**EMAIL:** creg.howland@dfas.mil  
**FAX:** (703) 602-5642

**OR**

**NAME:** Eva Johnson, Contracting Officer  
**PHONE:** (703) 602-4931  
**EMAIL:** eva.johnson@dfas.mil  
**FAX:** (703) 602-5642

**4. PROPOSAL DUE DATE/TIME:** May 15, 2000/1:30 PM

**5. SUBMISSION OF PROPOSALS:** Submit signed and dated proposals on or before the date and time indicated in paragraph 4 above. ELECTRONIC SUBMISSION OF PROPOSALS, TO INCLUDE FACSIMILE, IS NOT AUTHORIZED. If submitted via **POSTAL SERVICE**, proposals should be sent to the official mailing address in paragraph 2 above.

If **HAND-CARRIED** (INCL. FEDEX, UPS, ETC.), please bring proposals directly to the Contracting Office at:

2221 SOUTH CLARK STREET  
CRYSTAL PLAZA #6, ROOM 536  
ARLINGTON, VA 22240

There is no direct mail delivery to Crystal Plaza #6, therefore, hand delivery is highly encouraged.

**6. QUESTIONS:** All questions regarding this RFQ or the attached Statement of Work (SOW) shall be submitted in writing via facsimile to Creg Howland no later than **May 1, 2000/1:30 PM**. Questions and answers will be posted to the website **www.dfas.mil**. It is the vendor's responsibility to check this website for any subsequent amendments or other relevant information.

**7. STATEMENT OF WORK:** See ATTACHMENT 1

**8. LEVEL OF EFFORT (LOE):** The Government anticipates a Level Of Effort of approximately 100,000 total labor hours for all labor categories combined in the Statement of Work. Vendors shall propose percentage discount rates, if any, based on anticipated labor hours on the GSA labor rates on their 736III schedule.

**9. REIMBURSEMENT OF TRAVEL COSTS:** Travel will not be reimbursed, except with prior approval from the DoD Project Manager.

**10. PROPOSAL FORMAT:**

**THE GOVERNMENT INTENDS TO AWARD WITHOUT DISCUSSIONS. Therefore, each vendor is urged to examine this solicitation in its entirety and to ensure that their proposal contains all necessary information, provides all required documentation, and is complete in all aspects.**

10.1 Each proposal shall be submitted in three (3) separate and individual parts and in the number of copies as set forth below. All information shall be confined to the appropriate volume to facilitate independent evaluation.

<u>PART NUMBER/TITLE</u>	<u>COPIES</u>	<u>PAGE LIMITATION</u>
I - GENERAL	1 Original + 1 Copy	None
II - PAST PERFORMANCE & BPA MANAGEMENT PLAN	1 Original + 3 Copies <i>See paragraph 10.2</i>	45 pages
III - PRICE	1 Original + 1 Copy	None

10.2 To aid evaluation, written portions of the proposals shall be clearly and concisely written as well as being neat, indexed (and cross-indexed, as appropriate), and logically assembled. Proposals should be typed single-sided pages, no less than 12-point (pitch) type. All pages shall be appropriately numbered. Vendors are cautioned that while a professional submission is desired, excessive brochuremanship is neither preferred nor beneficial. **Any cost/price information should be contained in PART III - PRICE only.** The desired format and contents of each of the required three (3) physically separated and detachable parts of the proposal are as follows:

**PART I, GENERAL.** At a minimum, this PART shall contain: (a) offeror's and partner's (if partnering) GSA Schedule Number (copy or brochure of schedule); and (b) name, address, and telephone number of offeror and Point of Contact. Any cover letters forwarding the proposal shall be contained in this PART only. There is no page limitation to this PART.

**PART II, PAST PERFORMANCE & BPA MANAGEMENT.** This PART will address the Contractor's understanding of this requirement and its ability to meet all of the past performance evaluation factors. This PART shall address the information as indicated in paragraph 11.1 below. Past performance information shall include recent and relevant contracts for the same or similar services and references (5 minimum) including contract numbers, points of contact and current telephone numbers. There is a 45-page limitation to this PART.

**PART III, PRICE.** This PART shall address all the information as indicated in paragraph 11.2 below. There is no page limitation to the PART.

**11. EVALUATION CRITERIA:** The DFAS will consider the following factors when evaluating the contractors' proposals. The DFAS believes that each evaluation factor is critical to the effective accomplishment of the tasks in the statement of work (SOW). Therefore, failure to fully meet any one factor could disqualify a proposal. Subfactors are listed below in descending order of importance. Past Performance factors combined are equally as important as Price.  
(See Evaluation Attachment to assist in providing this information)

### **11.1 PAST PERFORMANCE & BPA MANAGEMENT**

**11.1.1 Understanding of the Requirements.** The contractor must demonstrate a thorough understanding of the requirements.

**11.1.2 Demonstrate ability to provide Quality Service to meet the needs of the supported organizations.** Provide ability to meet the requirements of the DFAS and its OPLOCs with the services within the labor categories listed in the SOW. Customer satisfaction and references are critical in this section. This section must include the ability to meet requirements with in-house or through subcontracting with other GSA scheduled firms. If subcontracting portions of services are planned, the contractor shall identify which portions of the work would be subcontracted and who the subcontractor is, plus include the same references for the subcontractors.

**11.1.3 Ability to Meet Requirements in a Timely Manner.** The contractor must demonstrate that it can meet the customer's requirements for support services by responding in a timely manner. This section must include the ability to meet requirements in-house or through subcontracting with other GSA scheduled firms. If subcontracting portions of services are planned, the contractor shall identify which portions of the work would be subcontracted, and who the subcontractor is, and their ability to meet requirements.

**11.1.4. Ability to Manage the requirements of this contract.** The requirements of this contract may be vast, and the contractor must be able to respond in a professional and timely manner. Contacts must be able to respond efficiently and courteously. Invoices must be submitted on a timely basis. They must be clear and accurate, and reflect the work performed. Contractor must comment on overall management based on their experience with various types of efforts with subcontractors, i.e. partnering, teaming, start-up, the business relationship with customers, customer

feedback, controls and availability of personnel. Only one contact for this contract is permitted and this contact must be responsive to the needs of the customer.

**11.1.5. Provide the management approach that will support this effort.** Describe organizational structure to support the acquisition of services to be provided under the BPA and the chain of command and delegation of authority to support all the BPA calls under the BPA. Define the qualifications of the person responsible for managing and supervising the BPA calls under the BPA and the location and POC, and the management office. Include the reporting structure to be used between the Prime Contractor and the subcontractors/teaming partners (if any), and describe the contractual arrangements and operating procedures used to create the teaming arrangements.

**11.2 PRICE.** Provide a complete price proposal for each labor category, with discounts (if any) indicated. See Attachment 2 for suggested format.

**12. BASIS OF AWARD:** The Government intends to award a multiple-award Blanket Purchase Agreement (BPA) order, under FAR Part 8, to the GSA Contractors (GSA Schedule for Support Services) whose proposals will be most advantageous to the Government, price and other factors considered. Only Federal Supply Schedule 736 III holders will be considered for award. DFAS reserves the right to award a single BPA under this RFQ. Contractor(s) shall provide DFAS with the required skills to perform all tasks specified in each task order/call. Contractor must maintain current GSA Schedule 736 III during the performance of this award. Tasks will be for Temporary Support Services from the 736III GSA Schedule listed in paragraph 3.0 of the SOW. The following factors in equal order of importance shall be used to evaluate offers: Past Performance and Price. Partnering of contractors on GSA schedule is encouraged in order to provide all essential labor categories identified herein. If partnering is formed, only one contractor will act as prime for coordination and contracting purposes.

**13. POST AWARD CONFERENCE:** A post-award conference will be held following award. Awardee's attendance is mandatory. A separate task order will not be issued for this purpose.

**14. PERIOD OF BPA.** This will be a multiple BPA, with one Base Year, and three (3) Option Years. The Period of Performance will start upon day of award.

**[END OF REQUEST FOR QUOTATION]**

STATEMENT OF WORK (SOW)  
Temporary Support Services – Clerical and Professional  
Blanket Purchase Agreement (BPA)

**1.0. SCOPE:** The contractor(s) on GSA schedule shall provide temporary support services in all labor categories (identified in paragraph 3.1 below) to support the Defense Finance and Accounting Service (DFAS) to include the Headquarters, Centers and Operating Locations (OPLOC) in accordance with the GSA contract and this statement of work.

**2.0. BACKGROUND:** The Defense Finance and Accounting Service requires temporary support services from a temporary services firm. Contractor is to provide a pool of employees possessing the appropriate required knowledge, skills and abilities for brief or intermittent periods of time to support critical functions or missions.

**3.0. REQUIREMENTS:**

**3.1.** Only Federal Supply Schedule holders will be considered for award. Contractor shall provide DFAS with the required skills to perform all tasks specified in each task order/call. Contractor must maintain current GSA Schedule 736 III during the performance of this award. Tasks will be for the following Temporary Support Services from the 736III GSA Schedule:

**3.1.1. 736 001 Clerical Secretary**

Schedules appointment, relays information, relieves officials of clerical work and minor administrative and business details, files, makes copies, takes dictation, and reads/routes incoming mail. - Composes and types routine correspondence, answers telephone or places outgoing calls, schedules appointments, arranges travel, and greets visitors.

**3.1.2. 736 002 Legal Secretary**

Prepares legal papers and correspondence of legal nature, such as summonses, complaints, motions and subpoenas, using typewriter, word processor or personal computer. May review law journals and other legal publications to identify court decisions.

**3.1.3. 736 005 General Clerk**

Performs clerical duties with limited knowledge of systems or procedures: Writes, types, or enters information into a computer using a keyboard copying from one record to another. Proof read and file. - Sorts and files records. Addresses and stuffs envelopes. Answers telephone, conveys messages, and runs errands. Distributes mail and photocopies documents using photocopier.

**3.1.4. 736 006 Administrative Clerk**

Compiles and maintains records of business transactions and office activities of establishment, performing a variety of following or similar clerical duties and utilizing knowledge of system or procedures. Copies data and compiles records and reports. - Tabulates and posts data in record books. Records orders, gives information to customers, claimants and employees and adjusts complaints. May take dictation or keep books. May use computer terminal.

**3.1.5. 736 007 Audit Clerk**: Verifies accuracy of figures, calculations and postings pertaining to business transactions recorded by other workers: Examines expense accounts, commissions paid to employees, loans made on insurance policies, interest and account payments, cash receipts, bank records, inventory and stock-record sheets, and similar items to verify accuracy of recorded data. Corrects errors or lists discrepancies for adjustment. Computes percentages and totals, using adding or calculating machines and computers, and compares results with recorded entries.

**3.1.6. 736 008 Accounting Clerk**: Performs any combination of the following calculating, posting and verifying duties to obtain financial data for use in maintaining accounting records: compiles and sorts documents, such as invoices and checks, substantiating business transactions. Verifies and post details of business transactions, such as funds

**received and disbursed, and totals accounts, using calculator or computer.**

Computes and records charges, refunds, cost of lost or damaged goods, freight charges, rentals and similar items. May type vouchers, invoices, checks, account statements, reports and other records, using typewriter or computer.

**3.1.7. 736 009 Computer Operator**

Operates computer and peripheral equipment to process business, scientific, engineering or other data, according to operating instructions: enters commands, using keyboard of computer terminal, and presses buttons and flips switches on computer and peripheral equipment, such as tape drive, printer, data communications equipment, and plotter, to integrate and operate equipment, following operating instructions and schedule. Loads peripheral equipment with selected materials, such as tapes and printer paper for operating runs, or oversees loading of peripheral equipment by peripheral equipment operators. Enters commands to clear computer system and start operation, using keyboard of computer terminal. Observes peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage. Enters commands to correct or stoppage and resume operations. Clears equipment at end of operating run and reviews schedule to determine next assignment. Records problems which occurred, such

as down time, and actions taken. May answer telephone calls to assist computer users encountering problems.

**3.1.8. 736 010 Court Reporter**

Records examination, testimony, judicial opinions, judge's charge to jury, judgement or sentence of court or other proceedings in court of law by machine, takes shorthand notes or reports proceedings into steno-mask.

**3.1.9. 736 011 Stenotype Operator**

Takes dictation of correspondence, reports, and other matter on machine that writes contractions or symbols for full words on paper roll. - Operates typewriter to transcribe notes. May dictate notes into recording machine for transcription.

**3.1.10. 736 012 Transcribing Machine Operator**

Operates typewriter or word processor/computer to transcribe letters, report or other recorded data heard through earphones of transcribing machine: inserts cassette tape into cassette player or positions tape on machine spindle and threads tape through machine. Positions earphones on ears and presses buttons on transcribing machine to listen to recorded data. Turns dials to control volume, tone, and speed of voice reproduction. Depresses pedal to pause tape. Types message heard through earphones. Reads chart prepared by dictator to determine length of message and corrections to be made. May type unrecorded information, such as name, address, and date. May keep file of records. May receive and route callers.

**3.1.11. 736 013 Accounting Support**: Applies principles of accounting to analyze financial information and prepare financial reports: Compiles and analyzes financial information to prepare entries to accounts, such as general ledger accounting, documenting business transactions. Analyzes financial information detailing assets, liabilities, and capital, and prepares balance sheet, profit and loss statement, and other reports to summarize current and projected company financial position, using calculator or computer. Helps audit contracts, orders and vouchers, and prepares reports to substantiate individual transactions prior to settlement. May help to establish, modify, document, and coordinate implementation of accounting and accounting control procedures. May help devise and implement manual or computer-based system for general accounting.

**3.1.12. 736 014 Auditor Support**: Examines and analyzes accounting records to determine financial status of establishment and prepares financial reports concerning operating procedures. Reviews data regarding material assets, net worth, liabilities, capital stock, surplus, income and expenditures. Inspects items in books of original entry to determine if accepted accounting procedure was followed in recording transactions. Verifies

journal and ledger entries of cash and check payments, purchases, expenses, and trial balances by examining and authenticating inventory items. Prepares reports for management concerning scope of audit, financial conditions found, and source and application of funds. May make recommendations regarding improving operations **and financial position.**

**3.1.13. 736 015 Contract Support**

Assists in the preparation of solicitations including formation of the statement of work. Assists in the evaluation of proposals. Helps to evaluate or monitor contract performances to determine necessity for amendments or extensions of contracts, and compliance to contractual obligations. Analyzes requests for deviations from contract specifications and delivery schedules. Arbitrates claims or complaints occurring in performance of contracts. May provide alternative methods of dispute resolution.

**3.1.14. 736 016 Desktop Publisher**

Lays out pages, selects size and style of type, and enters text and graphics into computer to produce printed material, such as advertisements, brochures, newsletters, and forms, applying knowledge of graphic arts techniques and typesetting and using computer. Reviews layout and customer order. Enters text into computer, using input device, such as mouse, keyboard, scanner or modem. Scans artwork, using optical scanner which changes image into computer-readable form. Enters commands to position text and illustrations on page grid of computer monitor. Creates spaces between letters, columns, and lines, applying knowledge of typesetting, and enters command, using input device. Arranges page according to aesthetic standards, layout specification of graphic designer and applying knowledge of layout (keylining) and computer software. Prints paper or film copies of completed material. May alter illustration to enlarge, reduce or clarify image. May operate stat camera to produce photostat. May operate automatic film developer to process photographs. May assemble artwork into paste-up and perform keylining manually.

**3.1.15. 736 019 Executive Secretary**

Keeps official records and executes administrative policies determined by or in conjunction with other officials. Prepares memorandums outlining and explaining administrative procedures and policies

**3.1.16. 736-021 Legal support**

Assist in the preparation of legal documents. Helps gather evidence in cases to formulate defense or to initiate legal details in preparation for trial. Assists in the preparation of legal briefs. Helps develop strategy, arguments and testimony in preparation for presentation of case. Files brief with court clerk. Assists in the interpretation of laws, rulings, and regulations. May confer with colleagues with specialty in area of lawsuit to establish and verify basis for legal proceedings. May advise in the settlement



of labor disputes. May serve as arbitrators and provide alternative methods of dispute resolution.

**3.1.17. 736 023 Market-Research Analyst**

Researches market conditions in local, regional, or national area to determine potential sales of product or service. Establishes research methodology and designs format for data gathering, such as surveys, opinion polls, or questionnaires. Examines and analyzes statistical data to forecast future marketing trends. Gathers data and analyzes prices, sales and methods of marketing and distribution. Collects data on customer preferences and buying habits. Prepares reports and graphic illustrations of findings.

**3.1.18. 736 024 Occupational Analyst**

Researches occupations and analyzes and integrates data to develop and devise concepts of worker relationships, modify and maintain occupational classification system, and provide government with technical occupational information necessary for utilization of work force. Confers with business, industry, government, and union officials to arrange for and develop plans for studies and surveys. Devises methods and establishes criteria for conducting studies and surveys. Researches jobs, industry and organizational concepts and techniques, and worker characteristics to determine job relationships, job functions, and content, worker traits, and occupational trends. Prepares results of research for publication in form of books, brochures, charts, film and manuals. Identifies need for and develops job analysis tools, such as manuals, reporting forms, training films and slides. Prepares management tools such as personnel distribution reports, organization and flow charts, job descriptions, tables of job relationships and worker trait analysis. Conducts training and provides technical assistance to promote use of job analysis materials, tools and concepts in areas of curriculum development, career planning, job restructuring and government, employment training programs.

**3.1.19. 736 025 Paralegal (Legal Assistant)**

Researches law, investigates facts, and prepares documents to assist lawyers. Researches and analyzes law sources such as statutes, recorded judicial decisions, legal articles, treaties, constitutions, and legal codes to prepare legal documents, such as briefs, pleadings, appeals, initial and amended articles of incorporation, buy-sell agreements, closing papers and binders, deeds and trust instruments for review, approval and use by an attorney. Investigates facts and law of case to determine causes of action and to prepare case accordingly. Prepares affidavits of documents and maintains document files. May act as arbitrator and liaison between disputing parties, law librarian, keeping and monitoring and updating legal volumes. May search patent files to ascertain originality of patent application.

**3.1.20. 736 026 Personnel Analyst**

Collects, analyzes, and prepares occupational information to facilitate personnel, administration, and management functions of organization. Consults with management to determine type, scope, and purpose of study. Studies current organizational occupational data and compiles distribution reports, organization and flow charts, and other background information required for study. Observes jobs and interviews workers and supervisory personnel to determine job and worker requirements. Analyzes occupational data, such as physical, mental, and training requirements of jobs and workers and develops written summaries, such as job descriptions, job specifications, and lines of career movement. Utilizes developed occupational data to evaluate or improve methods and techniques for recruiting, selecting, promoting, evaluating, and training workers, and administration of related personnel programs. May specialize in classifying positions according to regulated guidelines to meet job classification requirements of civil service system.

#### **3.1.21. 736 027 Procurement Clerk**

Compiles information and records to prepare purchase orders for procurement of material for governmental agencies. Verifies nomenclature and specifications of purchase requests. Searches inventory records or warehouse to determine if material on hand is in sufficient quantity. Consults catalogs and interviews suppliers to obtain prices and specifications. Types or writes solicitation and/or invitation-of-bid forms and mails forms to supplier firms or for public posting. Writes or types purchase order and sends copy to supplier and department originating request. Compiles records of items purchased or transferred between departments, prices, deliveries, and inventories. Computes total cost of items purchased, using calculator. Confers with suppliers concerning late deliveries. May compare prices, specifications, and delivery dates. May classify priority regulations.

#### **3.1.22. 736 029 Systems Analyst (Not available within GSA/FSS/CO)**

Analyzes user requirements, procedures, and problems to automated processing or to improve existing computer system. Confers with personnel of organizational units involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized and formats for reports. Writes detailed description of user needs, program functions, and steps required to develop or modify computer program. Reviews computer system capabilities, workflow, and scheduling limitations to determine if requested program or program change is possible within existing system. Studies existing information processing systems to evaluate effectiveness and develops new systems to improve production or workflow as required. Prepares workflow charts and diagrams to specify in detail operations to be performed by equipment and computer programs and operations to be performed by personnel in system. Conducts studies pertaining to development of new information systems to meet current and projected needs. Plans and prepares technical reports, memoranda, and instructional manuals as documentation of program development. Upgrades system and corrects errors to maintain system after implementation. May prepare time and cost estimates for completing projects.

**3.1.23. 736 030 Technical Writer**

Develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures.

**3.2.** Services shall be performed by contractor employees who shall not be considered, or treated as Federal employees for any purposes. The employees shall not be eligible for civil service employee benefits, including retirement, and shall not be regarded as performing a personal service.

**3.3.** The contractor's employees shall not work more than 120 days in a 24 month period for the same organizational element of an agency. An additional extension of 120 days may be granted to the employee only when the agency has determined that using the services of the same individual for the same situation will prevent significant delay.

**3.4.** Contractor's employees must be U.S. Citizens and must possess the ability to communicate with government and industry officials.

**3.5.** If temporary employee drives on government property, said employee must possess automobile liability insurance.

**3.6.** The contractor shall exercise overall control of their temporary employee, who shall adhere to the contractor policies and procedures at work sites.

**3.7.** All contractor employees shall be bonded and covered by a comprehensive worker's compensation insurance plan. Contractor assumes the responsibility for all Federal and State taxes, FICA and unemployment liability.

**3.8.** Employees will bring a time card with them, which will be annotated by a government official for verification of total hours worked. It is the responsibility of the contractor employee to promptly submit the authorized time card to the contractor.

**3.9.** The contractor shall be contacted immediately if their employee is involved in any type of accident or suffers an injury.

**3.10.** The government reserves the "Right of Refusal" on all contractor employees. This allows the government to request that a contractor employee be removed or replaced if the government is not satisfied with the contractor's employee concerning their conduct or performance. If the government notifies the contractor within the first four hours of an assignment that their temporary is not satisfactory, the contractor will replace the temporary employee and wave their billing time during that period.

**4.0. GOVERNMENT FURNISHED RESOURCE:** The government will provide office space, equipment, supplies, temporary ID's and orientations, as needed to perform required services.

**5.0. POINTS OF CONTACT:** Identified on individual Task Orders.

**6.0. PLACE OF PERFORMANCE:** Place of performance will be identified on individual task orders to include one or more of the following locations:

- DFAS-Cleveland and OPLOCs: Charleston, NC; Honolulu, HI; Norfolk, VA; Oakland, CA; Pensacola, FL; and San Diego, CA.
- DFAS – Columbus
- DFAS-Denver and OPLOCs: Dayton, OH; Limestone, ME; Omaha, NE and San Bernardino, CA.
- DFAS – Kansas City
- DFAS – Indianapolis and OPLOCs: Lawton, OK; Lexington KY; Rock Island, IL; Orlando, FL; Rome, NY; Seaside, CA; and St Louis, MO.
- DFAS-HQ – Arlington, VA

**7.0. HOURS OF WORK:** The temporary services shall be provided between the core hours of 7:00 AM and 5:00 PM, Monday through Friday, except government holidays. The supervisor of the workplace will determine the exact start and ending time.

**8.0. PRIVACY AND SECURITY:** Work on this project may require that personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations in their performance under this SOW.